

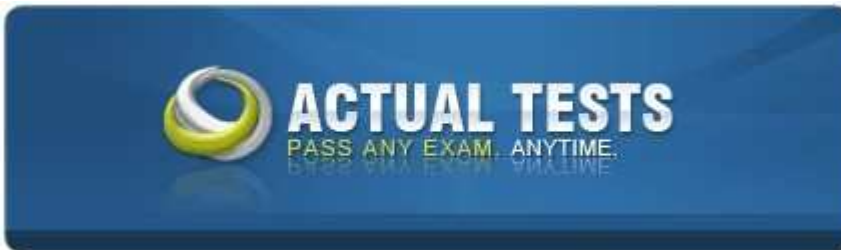
## Actual Tests: Windows 7, Enterprise Desktop Support

Number: 70-685  
Passing Score: 800  
Time Limit: 120 min  
File Version: 20.1



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Microsoft 70-685



Pro: Windows 7, Enterprise Desktop Support Technician

Practice Test  
Version: 20.1

## Exam A

### QUESTION 1

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and all servers run Windows Server 2008 R2.

All ABC.com uses use an in-house application. The users in the Finance Department are local administrators on their respective computers. The ABC.com developers have created a new beta version of the application. You want to prevent the Finance users from upgrading to the new version of the application while it is still being tested by the developers. You create a global security group named Finance Users and add the users in the Finance department to the group.

How can you prevent the Finance Users from upgrading to the new version of the application?

- A. You should configure AppLocker with an Enforce rule restriction created based on the version of the application.
- B. You should configure AppLocker with an Enforce rule restriction created based on the publisher of the application.
- C. You should configure a Software Restriction policy with a hash rule with the default setting configured to Disallowed.
- D. You should configure a Software Restriction policy with a hash rule with the default setting configured to Unrestricted.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 2

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7. All client computers are members of the ABC.com domain.

ABC.com has an AppLocker policy that requires all applications to be approved. However, ABC.com users with standard user accounts are allowed to run applications installed in user profile folders. You discover that this is allowing the users to run unauthorized applications from their user profile folders.

How can you ensure that ABC.com users with standard user accounts are not able to run unauthorized applications?

- A. You should configure a Software Restriction Policy with a path rule and the default security level set to Basic User.
- B. You should configure a Software Restriction Policy with a Hash rule and the default security level set to Disallowed.
- C. You should configure AppLocker by selecting the Create Default Rules option to create Executable Rules.
- D. You should configure AppLocker by selecting the Create Default Rules option to create Windows Installer Rules.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 3

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. The client computers on the ABC.com network run a mix of Windows XP and Windows Vista. All client computers are members of the ABC.com domain.

You upgrade all the client computers to Windows 7 by using a single Windows 7 deployment image. After the image deployment, users of portable Tablet PC computers report that the stylus interface doesn't work.

How can you enable the stylus interface on the tablet PCs?

- A. You need to install the stylus interface drivers on the tablet PCs.
- B. You need to use the Deployment Image Servicing and Management (DISM) utility to install the stylus interface drivers in the deployment image. Then redeploy the image.
- C. You need to use the ImageX utility to install the stylus interface drivers in the deployment image. Then redeploy the image.
- D. You need to enable the Tablet PC components on the tablet PCs.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 4

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7. All client computers are members of the ABC.com domain.

ABC.com wants you to configure Windows Explorer to not display previews of documents in the results of a search.

What is the best way to disable the preview of documents in the Search results?

- A. You should create a Group Policy linked to the client computers that enables the Turn off the display snippets in Content view mode option.
- B. You should create a Group Policy linked to the client computers that disables the Preview Pane in Windows Explorer.
- C. You should create a Group Policy linked to the client computers that disables the Content View in Windows Explorer.
- D. You should create a Group Policy linked to the client computers with the Turn on Classic Shell option.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 5

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7. During the day you discovered that the event logs show errors from an application source and Windows Kernel source. ABC.com wants you to monitor these errors to generate a report that will capture and display only the relevant data.

How can you display only the relevant data?

- A. You should open Event Viewer. Right click on the Security log and select Clear Log.
- B. You should create a Custom View using the Event Viewer.  
You should then add the application and security logs with the event sources and save the filter results as an XML file.
- C. You should open Event Viewer and sort events by Source.
- D. You should create a Custom View using the Event Viewer.  
You should then add the application and system logs with the event sources and save the filter results as an XML file.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 6

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7. ABC.com currently makes use of applications which are accessible via Microsoft Windows XP Mode (XPM). During the course of the day you receive complaints from the network users that the Start menu shortcuts for these applications are not accessible.

How would you ensure that all the network client computers can access the Start menu shortcuts for the legacy applications?

- A. You should have the applications configured as Default Programs on the Microsoft Windows 7 client computers.
- B. You should have the Auto Publish option enabled for Virtual Machine Settings on the Microsoft Windows 7 client computers.
- C. You should have a Group Policy configured with the Start Menu Redirection setting configured.
- D. You should have the legacy applications re-installed on the Windows XP Mode (XPM) computers.
- E. You should have the legacy applications re-installed using the Repair option on the Windows XP Mode (XPM) computers

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 7

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows XP Professional. All client computers must be upgraded to Microsoft Windows 7. All of the installed applications including a legacy application currently in use must be reinstalled on the client computers. Since the legacy application is not compatible with Microsoft Windows 7, you created a shim to mitigate compatibility issues.

The vendor of the legacy application has recently released an updated version of the software which should be tested. When deploying the updated legacy application in a test environment you discovered that you are unable to install the application on the client computer. You want to run the legacy application on the Windows 7 computers



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Which two of the following options would enable you to install the updated application on a test computer? Choose two.

- A. You should have the shim modified to apply to all the versions of the software application.
- B. You should have a new shim created to apply to the updated version of the software application.
- C. You should have a Virtual Hard Disk (VHD) created that runs Windows XP. Boot from the test computer from the VHD to run the application.
- D. You should run the application in Windows XP Mode on the test computer.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 8

You are the newly appointed enterprise administrator at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com.

ABC.com contains a client workstation named ABC-WS123 that is running Windows 7. A ABC.com user named Mia Hamm complained that she cannot log on to ABC-WS123. She received an error message indicating that ABC-WS123's computer account in its primary domain is missing or the password on that account is incorrect. She was able to log on to the domain with ABC-WS123 last week.

Which two of the following options will enable Mia Hamm to log on to the domain with ABC- WS123?

- A. You should create a computer account named ABC-WS123 using Active Directory Users and Computers.
- B. You should join ABC-WS123 to a workgroup.
- C. You should join ABC-WS123 to the domain.
- D. You should disable the computer account for ABC-WS123 using Active Directory Users and Computers.
- E. You should enable the computer account for ABC-WS123 using Active Directory Users and Computers.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation: This error means that there is something wrong with the computer account in Active Directory. The easiest solution is to disjoin the computer from the domain by joining it to a workgroup. Then you can rejoin the computer to the domain which will fix the domain computer account in Active Directory.

#### QUESTION 9

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All computers are members of the ABC.com domain. ABC.com currently makes use of a computer named ABC-SR01 which hosts Microsoft Windows Server 2008 Hyper-V server.

ABC.com users use Remote Desktop connections to access Microsoft Windows 7 virtual machines hosted on ABC-SR01. The users have recently reported that they receive an error message stating that the trust relationship between their client computers and the ABC.com domain failed when trying to access the virtual

machines.

You discovered the error message is due to ABC-SR01 recently being restored from a backup.

How can you ensure that the network users are able to log on to the virtual machines?

- A. You should reset the computer accounts for the virtual machines in Active Directory.
- B. You should log in as local administrator on each virtual machine and remove the virtual machines from the domain by adding them to a workgroup.  
Then you should join the virtual machines to the domain again.
- C. You should log in as local administrator on each virtual machine and have the domain passwords for the virtual machines changed.
- D. You should enable the computer accounts for the virtual machines in Active Directory.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 10**

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7.

The ABC.com network contains a web server named ABC-Web1. ABC-Web1 hosts the company intranet web site. The intranet web site contains a web application that is dependent on a service that runs on ABC-Web1. The service uses a dedicated domain service account named ABC\WebApp.

When addressing a complaint by network users that the web application stopped working, you discover that the event log has an entry displayed below:

"Logon failure: unknown user name or bad password."

What can you do to ensure the web application runs successfully?

- A. You should reset the password for the ABC\WebApp account then restart the intranet web site.
- B. You should reset the password for the ABC\WebApp account and configure the password to never expire.  
Then configure the service properties with the new password.
- C. You should enable the ABC\WebApp account in Active Directory.
- D. You should add the ABC\WebApp account to the local Administrators group on ABC-Web1.
- E. You should add ABC-Web computer account to the Domain Computers group in Active Directory.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 11**

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7. Users report that a new client computer named ABC-WS52 is unable to access internet web sites. ABC-WS52 can however access local network servers. You run the ipconfig /all command on ABC-WS52 and receive the following output:

- IP address: 192.168.6.251

- Subnet mask: 255.255.240.0
- Default gateway: 192.168.15.255
- Preferred DNS server: 192.168.15.251

How can you enable ABC-WS52 to access internet web sites?

- A. You should change the default gateway IP address to 192.168.15.1.
- B. You should change the preferred DNS server IP address to 192.168.6.1.
- C. You should run the Ipconfig /renew command on ABC-WS52.
- D. You should change the default gateway IP address to 192.168.16.1.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 12

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

The network includes a proxy server named ABC-SR12. All client computers are configured to use http://ABC-sr12 as their proxy server on port 8080. The option to bypass proxy server for local addresses is enabled on all client computers.

The company Intranet website has been configured to require SSL connections and now uses the URL https://intranet.ABC.com.

Users report that the company Intranet website doesn't function correctly when accessed through the proxy server.

ABC.com has requested that you make sure that the network users are able to access and company Intranet.

What should you do?

- A. You should instruct the network users to access the Intranet using https://intranet.
- B. You should instruct the network users to access the Intranet using https://ABC-sr12.
- C. You should instruct the network users to add https://intranet.ABC.com to the Local Intranet zone in Internet Explorer.
- D. You should instruct the network users to add https://intranet to the Local Intranet zone in Internet Explorer.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 13

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run either Windows XP Professional or Microsoft Windows 7.

The Network Discovery Feature on the Windows 7 client computers has been enabled. Consequently all Windows 7 client computers are displayed on the network map. However, you discover that the Windows XP

client computers do not appear on the map.

How can you ensure that the network map displays all the client computers?

- A. You should have the Link Layer Topology Discovery (LLTD) Responder installed on the user computers running Windows XP Professional.
- B. You should have the Link Layer Topology Discovery (LLTD) Responder installed on the user computers running Windows 7.
- C. You should enable the Computer Browser service on the Windows XP Professional computers.
- D. You should enable the Server service on the Windows XP Professional computers.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 14**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

During the day, the IP address of the file server was changed by another ABC.com administrator. Some network users immediately started reporting that they are cannot access the file server. Other network users are able to access the file server.

What is the easiest way to ensure that all users can access the file server so that productivity is not affected?

- A. By having a remote Windows PowerShell script run to flush the client computers' DNS resolver cache.
- B. By having a remote Windows PowerShell script run which reboots the client computers.
- C. By logging in to each client computer and running the ipconfig /flushdns command.
- D. By running the ipconfig /registerdns command on the file server.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 15**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

The ABC.com network users currently use the URL <http://intranet.ABC.com> to access the company intranet website. The ABC.com Development team is currently working on a new version of the company intranet website. The Development team needs to be able to access the new version on the intranet website using the URL <http://intranet.ABC.com> to test the new website.

How would you enable the Development team to access the new version of the website without affecting the other network users' access to the current site?

- A. You should create a CNAME record in DNS to point to the new website.
- B. You should have the Hosts file modified on the Development team computers to include an entry which specifies intranet.ABC.com and the IP address of the test server.
- C. You should modify the intranet.ABC.com DNS host record to specify the IP address of the test server.



- D. You should create an additional DNS zone with a host record for intranet.ABC.com. Modify the permissions to allow only the Development team to query the DNS zone.
- E. Install the DNS server service on the test server and configure a DNS zone for ABC.com. Configure the Development team computers to use the test server as their DNS server.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Microsoft Windows 7. ABC.com has recently decided to deploy network printers and requested that you make sure that all network users are able to locate the network printers from their machines. You also want to ensure that all future shared printers can be located by the network users.

What should you do?

- A. You should configure a Group Policy to enable the Automatically publish new printers in Active Directory policy.
- B. You should assign the Domain Users group the Manage Printers permission on the shared printers.
- C. You should configure the shared printers to be published in Active Directory.
- D. You should configure a Group Policy to enable Web Based Printing.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7.

A ABC.com user reports that his Windows 7 client computer takes a long time to boot. You discover that the user has multiple new applications on his computer.

How could you reduce the time it takes the client computer to boot?

- A. You should use Task Manager to increase the priority of the new applications.
- B. You should stop the new applications with Task Manager.
- C. You should use the Microsoft Configuration Utility (msconfig) tool to prevent the applications running at startup.
- D. You should disable the new applications using the Services console.
- E. You should start the computer in Safe Mode.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

You work as a desktop technician at ABC.com. The network contains 1,000 client computers. All client computers on the ABC.com network run Windows 7. ABC.com has recently hired two new employees to troubleshoot a hardware related performance issue. ABC.com is aware that the two employees make use of different User Defined Data Collector Sets. This sometimes causes them to receive different results. During the course of the day you receive instruction from ABC.com to have a standardized Data Collector Set created for the two employees to use.

How can you provide the employees with access to a standardized Data Collector Set?

- A. You should consider having a Performance Counter Alert Data Collector Set created on a network share that is accessible to the two employees.
- B. You should consider having a Performance Counter Alert Data Collector Set created on each client computer.
- C. You should consider having a Performance Counter Data Collector Set created on a network share that is accessible to the two employees.
- D. You should consider having a Performance Counter Data Collector Set created on each client computer.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7.

Testing.com contains a Design department. The users in the Design department frequently use memory intensive graphics applications. The client computers in the Design department are equipped with four 1-GB RAM modules. You deploy a new graphics application to the Design department computers. The Design department users complain that the new application runs slowly on their computers.

How could you improve the performance of the Design department computers?

- A. You should have the initial size of the virtual memory and the maximum size of the virtual memory on the client computers configured to be 6GB.
- B. You should have the initial size of the virtual memory on the client computers configured to be 1GB and the maximum size of the virtual memory configured to be 6GB.
- C. You decrease the size of the page file.
- D. You should have the four 1-GB RAM modules replaced with a single 4-GB RAM module.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7. All client computers contain a single quad-core processor, 4 GB of RAM and a 100 GB hard disk drive. The 100 GB hard drives are partitioned into two separate drives namely Drive C and Drive D. Drive C will host the operating system and Drive D: will host user data.

The ABC.com network users make use of an application which generates reports. The network users complain that the reports take a long time to run and their computers become unresponsive while the reports are running.

You open Task Manager on a computer running a report and discover that memory and processor usage are within acceptable limits.

ABC.com wants you to determine why the reports are generating slowly by creating a User Defined Data Collector Set.

What should monitor in the Data Collector Set?

- A. You should monitor the Physical Disk\ Avg. Disk Read Queue Length for Disk0 of the client computers.
- B. You should monitor the Physical Disk\ Avg. Disk Write Queue Length for Disk0 of the client computers.
- C. You should monitor the Memory\Available Mbytes counters in the Data Collector Set.
- D. You should monitor the Process\% Privileged Time counters in the Data Collector Set for each processor core.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 21**

You work as a network administrator at ABC.com. All client computers on the ABC.com network run Windows 7. The network contains a Windows Server 2008 Web server that hosts multiple websites for ABC.com customers.

A user named Mia Hamm has a Web Statistics application running on her client computer. The application analyzes the web server logs every day between 3pm and 5pm.

Mia Hamm reports that her computer runs slowly between 3pm and 5pm. You discover that the processor usage on her computer is between 90 and 100 percent while the Web Statistics application is analyzing the web server logs.

How can you reduce the impact of the web server log analysis on Mia Hamm's computer?

- A. You should add more RAM to Mia's computer.
- B. You should configure the application to run with Elevated Privileges.
- C. You should change the priority setting of the application to Low.
- D. You should change the priority setting of the application to High.
- E. You should increase the size of the virtual memory on Mia's computer.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 22**

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7.

The Sales manager named Mia Hamm has just installed a third-party defragmentation tool on her computer.

Mia Hamm now reports that she is unable to start her computer. You discover that you are unable to start her computer normally or using any of the safe modes. You attempt to recover her computer using the recovery partition but you discover that no recovery partition is installed.

You suspect that the Boot Configuration Database (BCD) is corrupted.

Which two of the following options are possible ways repair the BCD and start Mia Hamm's computer? Choose two.

- A. You should start the computer using the installation DVD. Go into the command prompt and run the bootrec.exe utility.
- B. You should start the computer using the installation DVD. You should then have the System Restore Recovery tool selected in the System Recovery Options dialog box.
- C. You should start the computer using the installation DVD. Go into the command prompt and run the fixmbr command.
- D. You should start the computer using the installation DVD. Go into the command prompt and run the fixboot command
- E. You should start the computer using the installation DVD. You should then run the Startup Repair recovery tool.

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 23

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. During routine maintenance you discovered that the memory usage on some of the client computers is unusually high.

How can you determine the cause of the high memory usage?

- A. You should run the systeminfo command on the affected computers.
- B. You should open the Troubleshooting section in Action Center on the affected computers.
- C. You should run the Microsoft Configuration utility (msconfig) on the affected computers.
- D. You should review the content in the Memory tab in the Resource Monitor tool on the affected computers.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 24

You work as a desktop technician at ABC.com. All client computers on the ABC.com network run Windows 7. The ABC.com network client computers hardware has recently been upgraded. After the upgrade, the network users started reporting that their client computers automatically reboot occasionally.

You have ruled out the possibility of a virus or other malicious software. What should you do next to determine the cause of the reboots?

- A. You should boot the client computers to the Recovery Console and run the fixboot and fixmbr commands.
- B. You should run the Network Diagnostics on the client computers.
- C. You should have the Windows Memory Diagnostic tool run on the client computers.
- D. You should increase the size of the virtual memory paging file on the client computers.
- E. You should run BCEdit on the client computers.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 25**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7. The ABC.com network policy currently states that no client computer is allowed to run unnecessary services.

ABC.com has supplied the Sales users with new portable computers. The Sales computers have disabled all services that are not required. The Sales users have also been issued with mobile broadband adapters that plug into their laptops. The broadband adapters use the Global System for Mobile Communications (GSM) technology.

ABC.com wants you to make sure that the portable computers are able to connect to the GSM network.

What service needs to be enabled on the laptops to enable the broadband adapters to work?

- A. You should enable the Internet Connection Sharing (ICS) service on the portable computers.
- B. You should enable Remote Access Connection Manager service on the portable computers.
- C. You should enable the WLAN AutoConfig service on the portable computers on the portable computers.
- D. You should enable the Secondary Logon service on the portable computers on the portable computers.
- E. You should enable the WWAN AutoConfig service on the portable computers.

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 26**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

During the course of the day the ABC.com network users with portable computers reported that their computers are connecting to a nearby shopping center wireless network when they are in the ABC.com seminar room. ABC.com wants you to ensure that the portable computers connect to the company network by default when they are in range of the company wireless network.

How should you configure the wireless settings?

- A. You should have a Wireless Network Policy applied to automatically connect to the company wireless network.
- B. You should have a Wireless Network Policy applied where the company wireless network is set as the preferred network.
- C. You should configure the company wireless network as an Ad Hoc network.
- D. You should configure the Network authentication for the company wireless network to Open.
- E. You should enable SSID broadcasting for the company wireless network.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

The ABC.com network has several portable computers which connect to the 802.1X-authenticated wireless network. All portable computers have wireless connection settings applied by a Group policy.

ABC.com recently purchased 10 new portable computers. You attempt to join the computers to the domain but you are unsuccessful.

Which three of the following options would enable you to join the portable computers to the domain?

- A. You should connect the portable computers to the wired Ethernet network.
- B. You should manually configure the wireless network settings on the portable computers.
- C. You should configure the network location on the portable computers to Private.
- D. You should connect the portable computers to the wireless network using a Bootstrap Profile.
- E. You should configure the network location on the portable computers to Public.
- F. You should enable Network Discovery on the portable computers.

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and all servers run Windows Server 2008 R2. The ABC.com network contains an IIS Web server named ABC-SR01. ABC-SR01 hosts the company Intranet web site.

ABC.com has recently opened a new branch office. There are currently no servers in the new branch office. ABC.com users in the new branch office connect to the ABC.com network using a cellular network to access data on the company Intranet. The pay per bandwidth usage cost is excessive due to the amount of data downloaded from the Intranet web site. During the course of the day you receive instruction from ABC.com to ensure the network bandwidth usage cost of accessing the data is decreased. How can you minimize the traffic over the WAN link?

- A. You should configure a VPN between the branch office and the main office using the cellular network.
- B. You should have Branch Cache mode configured in Distributed Mode.
- C. You should install a Windows Server 2008 computer in the branch office and configure DFS to replicate data between the new server and ABC-SR01.
- D. You should have Branch Cache mode configured in Hosted Mode.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory

domain named ABC.com. All client computers on the ABC.com network run Windows 7 and all servers run Windows Server 2008 R2.

The ABC.com sales users make use of Wireless Wide Area Network (WWAN), Wireless Local Area Network (WLAN), and wired network connections to connect to the ABC.com network when they are out of the office.

You receive complaints from the sales users who report that when they connect to the network from remote locations, their portable computers frequently drop a secure connection so they have to reestablish the connection and restart their applications.

Which two of the following options would ensure that the secure connections do not cause unnecessary interruptions for remote users?

- A. You should consider implementing the VPN Reconnect feature on the portable computers.
- B. You should consider implementing PPTP VPN connections on the portable computers.
- C. You should consider implementing Direct Access connections on the portable computers.
- D. You should consider implementing Preferred Wireless Connections on the portable computers.
- E. You should consider configuring separate VPN connections for WWAN, WLAN and Wired network connections.

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 30

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. ABC.com has its headquarters in Miami and a branch office in Toronto. All client computers on the ABC.com network run Windows 7 and all servers run Windows Server 2008 R2. The Toronto office is connected to the Miami office by a slow WAN link with high latency.

The Miami office contains a Windows Server 2008 R2 file server named ABC-SR01. The Toronto office contains a Windows Server 2008 R2 server named ABC-SR02.

The ABC.com Toronto office users access files on a network share located on ABC-SR01. You receive instruction from ABC.com to improve response times for users that access files on ABC-SR01 whilst ensuring that the network traffic over the WAN link is minimized.

Which two of the following options would solve the problem?

- A. You should configure Branch Cache in Hosted Mode on ABC-SR02.
- B. You should configure Branch Cache in Distributed Mode on ABC-SR02.
- C. You should configure Branch Cache in Hosted Mode on the branch office client computers.
- D. You should configure Branch Cache in Distributed Mode branch office client computers.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 31

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows XP Professional and all

servers run Windows Server 2008 R2.

The ABC.com network contains a server named ABC-SR01. You want to configure ABC-SR01 as a VPN server so that ABC.com users can connect to the network when out of office.

ABC.com plans to migrate the client computers to Windows 7. You receive instruction from ABC.com to ensure that all computers can connect to ABC-SR01 during the migration process.

How should you configure ABC-SR01 to support VPN connections from the client computers whilst ensuring that the most secure VPN connections are used?

- A. You should configure ABC-SR01 to use Remote Desktop Protocol (RDP).
- B. You should configure ABC-SR01 to use Direct Access.
- C. You should configure ABC-SR01 to use Point-to-Point Protocol (PPP)
- D. You should configure ABC-SR01 to use Layer 2 Tunneling Protocol (L2TP).
- E. You should configure ABC-SR01 to use Point-to-Point Tunneling Protocol (PPTP).

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 32

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and are contained in an organizational unit (OU) named Win7Clients. The domain has recently been upgraded from a Windows 2003 domain to a Windows 2008 domain.

When ABC.com was a Windows 2003 domain, Software Restriction Policies were configured in a Group Policy object (GPO) to implement application control. The GPO is linked to the Win7Clients OU. You want to deploy Microsoft Office 2010 to client computers in the Win7Clients OU. You now configure the GPO to use AppLocker as the application control method.

How can you configure the AppLocker policies whilst ensuring that applications already installed on the client computers continue to function?

- A. You should apply the Software Restriction Policy and AppLocker rules through a new Group Policy object (GPO).
- B. You should apply the AppLocker rules through the Default Domain Controllers group policy.
- C. You should apply the AppLocker rules through a new Group Policy object (GPO) linked to the Win7Clients OU.
- D. You should apply the AppLocker rules through a new Group Policy object (GPO) linked to the domain. Block inheritance on the Win7Clients OU.
- E. You should link the existing Group Policy object (GPO) to the domain.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 33

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and all servers run



Windows Server 2008 R2. The ABC.com network contains a VPN server named ABC-SR01. The ABC.com users connect to ABC-SR01 when they are out of office.

ABC.com users complain that browsing the Internet is slow while they are connected to ABC- SR01. How can you improve the speed of Internet browsing while the users are connected to to ABC- SR01?

- A. You should disable the Use default gateway on remote network setting on the client computers.
- B. You should configure the client computers to use Direct Access connections to ABC-SR01.
- C. You should change the Default Gateway setting in the TCP/IP properties on the client computers.
- D. You should disable the VPN Reconnect feature on the client computers.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 34

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7. ABC.com users currently make use of Internet Explorer 8 to browse the Internet.

You receive reports from ABC.com users stating that their computers are infected with malicious software. You discover that the ABC.com users were able to browse Web sites that were compromised by malicious software. ABC.com requested that you configure settings in Internet Explorer 8 to prevent client computers from being infected by malicious software from these Web sites.



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How should you configure Internet Explorer?

- A. You should instruct the users to use InPrivate Browsing sessions.
- B. You should enable the Delete Browsing History on Exit setting.
- C. You should configure the Content Advisor.
- D. You should enable the Popup Blocker.
- E. You should have the SmartScreen Filter configured.

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 35

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7. ABC.com users currently make use of Internet Explorer 8 to browse the Internet.

During the course of your maintenance you discover that ABC.com users are modifying the security levels assigned to Internet zones to enable them to access restricted Web sites. ABC.com requested that you prevent

the network users from modifying the security levels in Internet Explorer 8.

Which two of the following options are possible ways to achieve this?

- A. You should configure a Group Policy Object (GPO) with the Zone Elevation Protection setting enabled.
- B. You should configure a Group Policy Object (GPO) with the Zone Elevation Protection setting disabled
- C. You should configure a Group Policy Object (GPO) with the Do Not allow users to change policies setting enabled.
- D. You should configure a Group Policy Object (GPO) with the Do Not allow users to change policies setting disabled
- E. You should configure a Group Policy Object (GPO) with the Protected Mode setting disabled
- F. You should configure a Group Policy Object (GPO) with the Zone Elevation Protection setting disabled

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 36

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

During the course of the day you discover that the client computers are infected with malicious software from removable storage devices. ABC.com wants you to prevent malicious software on the removable devices from running automatically on the client computers.

How can you prevent the malicious software from running automatically?

- A. You should configure a Group Policy Object (GPO) that configures the Default behavior for Autorun setting.
- B. You should configure a Group Policy Object (GPO) to prevent access to 16-bit applications.
- C. You should configure a Group Policy Object (GPO) to disable Windows Installer.
- D. You should configure a Group Policy Object (GPO) to Turn off the Application Compatibility Engine
- E. You should configure a Group Policy Object (GPO) to disable the Autoplay function.

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 37

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7.

During the course of the day you discover that malicious software has infected the ABC.com network and is causing ABC.com users to receive User Account Control (UAC) prompts for elevated privileges. ABC.com wants you to prevent users from allowing the malicious software to run with elevated privileges.

How can you accomplish this task?

- A. You should configure the Group Policy User Account Control: Behavior of the elevation prompt for standard users option set to Automatically deny elevation requests.
- B. You should configure the Group Policy User Account Control: Behavior of the elevation prompt for standard

users option set to Prompt for credentials.

- C. You should configure the Group Policy User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode option set to Prompt for consent.
- D. You should configure the Group Policy User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode option set to Prompt for credentials.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 38

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and all servers run Windows Server 2008 R2.

Several ABC.com users save data to removable hard drives. You receive instruction from ABC.com to secure the data that is stored on removable storage devices. To this end, you configure a Group Policy Object (GPO) and link it to the domain.

What setting should you configure in the GPO?

- A. Require the use of Encrypting File System (EFS) for removable devices.
- B. Configure the Devices: Allowed to format and eject removable media option.
- C. Configure the Deny write access to removable drives not protected by BitLocker option.
- D. Configure the Control use of BitLocker on removable drives option to Allow users to apply BitLocker on removable drives.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 39

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and all servers run Windows Server 2008.

ABC.com is planning to enable BitLocker Drive Encryption (BDE) through the use of a Group Policy. To prevent the risk of encrypted data being unrecoverable, you want to centralize the storage of the BitLocker recovery keys and to ensure that data is only encrypted once the backup of the recovery key is available.

How should you implement Bitlocker Drive Encryption?

- A. You should configure a Group Policy Object with the Store BitLocker recovery information in Active Directory Domain Services option enabled.
- B. You should configure a Group Policy Object with the Configure Encryption Method option set to AES128 bit with Diffuser.
- C. You should configure a Group Policy Object with the Configure Encryption Method option set to AES128 bit without Diffuser.
- D. You should configure a Group Policy Object to configure an Encrypted Data Recovery Agent.

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All client computers on the ABC.com network run Windows 7 and are configured to download and install software updates automatically.

You add a new network segment to the ABC.com network and connect the segment to the Internet through a proxy server. You do not implement Web Proxy Auto-Discovery (WPAD) on the network.

A few weeks later you notice that software updates are not installed on the client computers on the new network segment. You confirm that the client computers are configured to download and install updates automatically.

How should you configure the client computers on the new network segment to download and install updates automatically?

- A. You should download the latest version of the Background Intelligent Transfer Service on the client computers on the new subnet.
- B. You should log in to the client computers on the new subnet and configure the Internet Explorer proxy settings.
- C. You should run the proxycfg.exe utility on the client computers on the new subnet.
- D. You should create a Group Policy Object linked to the client computers on the new subnet that configures the Internet Explorer proxy settings.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

You work as a network administrator for ABC.com. The company has a Windows Server 2008 R2 domain based network. All client computers on the network run Windows 7 Enterprise.

Rick, a Sales Manager, complains that since last week his computer often shuts down without giving any warning. You need to know which applications have been installed or uninstalled since last week.

Which of the following steps will provide you the required information accurately with the least amount of administrative effort?

- A. Ask Rick about the application installed or uninstalled since last week.
- B. View System Windows Logs in the Event Viewer.
- C. View Application Windows Logs in the Event Viewer.
- D. View Reliability History through the Reliability Monitor.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

Adam works as a Desktop Support Technician for ABC.com. The company has a Windows-based network. All client computers run Windows 7 Ultimate operating system. Andy, Managing Director of the company, complains that his laptop is consuming battery very rapidly affecting the performance of the system. Adam inspects his laptop and finds that appropriate power is implemented on the laptop but many USB devices are attached to it.

Which of the following steps will Adam take to resolve the problem?

- A. Ask Andy to disconnect all USB devices.
- B. Remove the USB response from the Registry Editor.
- C. Connect all USB devices in one USB hub and then connect it to the laptop.
- D. Enable the USB selective suspend option from the Advanced Power Settings.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

Adam works as a Desktop Support Technician for ABC.com. The company has a Windows-based network. All client computers run Windows 7 operating system. A new employee has joined recently the company. This new employee complains to Adam that he is not able to share the printer in the network. Which of the following steps will Adam take to troubleshoot this issue with least administrative effort?

- A. Run system diagnostics to find out the problem.
- B. Turn on the print sharing option from the Control panel.
- C. Run network diagnostics to discover printer.
- D. Check printer settings to connect with the client computer.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

You work as a desktop support technician for ABC.com. The company has a Windows Server 2008 domain-based network. All client computers run Windows 7 Ultimate. Sasha, a Web developer, works on a laptop that runs Windows 7 Ultimate. She has two volumes C and D on her laptop. She is working on an important document that is located in the volume D. Volume D is short of space and she wants to clean up all restore points except the latest one. Which of the following steps will you suggest to accomplish the task?

- A. Compress drive D.
- B. Use the Disk Cleanup utility to clean up system restore and shadow copies.
- C. Select all restore points except the last one and delete them through the System Properties window.
- D. Run the Defrag utility to defragment the drive D.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

Adam works as a Desktop Support Technician for ABC.com. He recently upgraded the client computers of the organization from Windows XP to Windows 7. Adam finds out that some applications install without error but are not running properly in the new operating system.

Which of the following steps will Adam take to ensure that the users receive notifications telling them why the applications failed?

- A. In Application Compatibility Diagnostics policy settings, enable the Detect Application Install Failures.
- B. In Application Compatibility Diagnostics policy settings, enable the Notify Blocked Drivers.
- C. In Application Compatibility Diagnostics policy settings, enable the Detect Applications Unable to Launch Installers Under UAC.
- D. In Application Compatibility Diagnostics policy settings, enable the Detect Application Failure Caused by the Deprecated Windows DLLs or COM Objects policies.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

Adam works as a Desktop Support Technician for ABC.com. The company has a Windows-based network. All client computers run Windows 7 operating system. The network administrator of the company wants to restrict access to the network, so that no user can work after 08:00 PM until 07:00 AM, except Sunday. He asks Adam to configure the settings to accomplish the task. Which of the following actions will Adam take to accomplish this task with least administrative burden?

- A. Use registry hack (deletes or inserts the specific Dword value).
- B. Instruct users to shutdown their systems at a specific time.
- C. Use time limit settings of User accounts in Control Panel.
- D. Install third party software.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47**

You work as a desktop support technician for ABC.com. The company has a Windows Server 2008 domain-based network. All client computers run Windows 7 ultimate. Sasha, a Sales Manager, complains that her computer is booting and hanging every now and then. This state of computer is surfaced after the last critical upgrade. You are required to stabilize her computer. Which of the following steps will you take to accomplish the task?

- A. Use the System Restore wizard to restore her computer to an earlier point in time.
- B. Use shadow copies to repair damaged files.
- C. Perform driver rollback.
- D. Use the Last Known Good Configuration option while starting the computer.

**Correct Answer:** A

**Section: (none)**  
**Explanation**

**Explanation/Reference:**

**QUESTION 48**

Adam works as a Desktop Support Technician for ABC.com. The company has a Windows-based network. All client computers run Windows 7 Ultimate operating system. Andy, Division Manager of the sales department, complains to Adam about the problem he is experiencing with an application. The application was running without any problem until he installed an optional update to Windows. Andy has made no other changes to the system since. Now, however, he is unable to start the application.

Which of the following steps will Adam take to troubleshoot the problem with the least administrative burden?

- A. Check the Data collector logs for any errors related to the application.
- B. Uninstall the application and install it again.
- C. Use the System Restore feature to bring the computer to its previous state.
- D. Configure Event Forwarding to forward messages in the application log.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 49**

Adam works as a Desktop Support Technician for ABC.com. The company has a Windows-based network. All client computers run Windows 7 operating system. He is being called by one of the employees who is facing a compatibility issue with one application. The employee was using Windows 2000 previously, and the same application was running perfectly on it. The employee also tells Adam that this application runs in 640X480 screen resolution. Which of the following will Adam use to troubleshoot this problem with least administrative burden?

- A. Change the setting in the Compatibility tab.
- B. Install Windows 2000 operating system on a virtual machine.
- C. Find the update or patch of the software.
- D. Open the program in XP mode (XPM).

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



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**QUESTION 50**

Which of the following is the subpixel rendering technology developed by Windows to improve the appearance of text on certain types of computer display screens by sacrificing color fidelity?

- A. Windows Aero
- B. Windows Defender
- C. Shadow copies
- D. ClearType

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 51**

Adam works as a System Administrator for ABC.com. The company has a Windows Server 2003 domain-based network. All client computers on the network run Windows 7 Ultimate. Andy, the manager of the sales department complains to Adam that he is not able to install accounting software on his computer.

Adam checks the compatibility of the software with Windows 7, and all of the minimum requirements for running the software are met. He then checks for any domain or organizational policies, which are restricting the software from being installed. He finds out that none of the above is restricting the software from being installed. Adam suspects that the security policy of the local machine is affecting the installation.

Adam wants to change the software access rights of Andy, so that it is determined by the access rights of the user. Which of the following Software restriction policies is used to accomplish the task?

- A. User Rights Assignment
- B. Additional rules
- C. Audit policy
- D. Security levels

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 52**

You work as a system administrator for ABC.com. You have just finished deploying Windows 7 to all the computers. You have set the Windows Firewall rules with a Group Policy. One of the rules in the Group Policy is to not allow instant messenger traffic. Alex, the CTO, tries to change that on his laptop but is unable to make changes. He wants you to explain why he cannot make the changes on his personal laptop. What is the reason?

- A. The Group Policy overrides the local configuration.
- B. You need to make the CTO a local administrator.
- C. He needs to force the computer to update its Group Policies.
- D. You need to reset IIS on the laptop.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 53**

You are attempting to add the following site to the Trusted Sites list:

http://www.ABC.com

However, you receive an error stating 'Sites added to this zone must use the https://prefix'. All Internet Explorer settings are set to the default settings. How can you add this site?

Select the best answer.

- A. Contact the site administrator and ask him or her to enable HTTPS
- B. Ignore the error and allow the site to be added automatically
- C. Uncheck the option that reads Require server verification (https:) for all sites in this zone in the Trusted Sites dialog
- D. Add the https:// prefix even though the site is not configured to use HTTPS

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

You are troubleshooting a problem on a Windows 7 machine. The operating system is the Windows 7 Enterprise Edition. The machine connects to a Windows Server 2008 R2 domain. The user is a local administrator. The machine began experiencing stability problems suddenly two days ago. You inspected the Reliability Monitor and found that no new software had been installed in the past three months. You suspect memory problems. Which one of the following tools, while requiring a reboot, will allow you to diagnose the memory in the system?

Select the best answer.

- A. Checkdisk
- B. MemMaker
- C. Windows Memory Diagnostics
- D. System Health Report

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

You are configuring a wireless LAN to support Windows 7 laptop users. During your preliminary testing, you found that the 2.4 GHz 802.11 network channels were all in use.

Which of the following technologies may be used without being interfered upon by the existing 2.4 GHz wireless LANs?

Choose all that apply.

- A. 802.11g
- B. 802.11a
- C. 802.11n

D. 802.11b

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 56**

You work as a Windows 7 Enterprise desktop administrator. You want to configure the system's Security log so that the maximum log size is 10240, but you want to automatically archive the Security log file when it is full rather than overwriting the file.

What steps should you take in the Event Viewer in order to establish this configuration?

Choose all that apply.

- A. Click the Clear Log button in the Log Properties dialog
- B. Right-click on the Security log in the Event Viewer > Windows Logs section and select Properties
- C. Check the Archive the log when full, do not overwrite events option on the General tab of the Security Log Properties dialog.
- D. Set the Maximum log size (KB) value to 10240

**Correct Answer:** BCD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 57**

You are the desktop administrator for your organization. You support Windows XP and Windows 7 client computers. All clients connect to a Windows Server 2008 R2 domain.

Several users have installed a text editing application. The application was a free download from an Internet website. When you viewed the website from which the application was downloaded, no information was provided that suggested the application required network access. However, as users use the application, they are being prompted about firewall rules. What action would you suggest the users take?

Select the best answer.

- A. Create an exception to allow the application through the firewall
- B. Disable the Windows firewall
- C. Ignore the prompts and continue using the application
- D. Uninstall the application until further tests can be performed by the support staff

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 58**

You are troubleshooting a network connection problem on a Windows 7 client. The client has an IP address of 10.10.12.45 and a subnet mask of 255.255.255.0. It can communicate with a server at the IP address of

10.10.12.73, but it cannot communicate with a server at the IP address of 10.10.45.12. The following is the exact output from a netsh interface ipv4 show addresses "Local Area Connection" command:

Configuration for interface "Local Area Connection"

DHCP enabled: Yes

IP Address: 10.10.12.45

Subnet Prefix: 10.10.12.0/24 (mask 255.255.255.0)

InterfaceMetric: 10

What is preventing the user from communicating with the server at 10.10.45.12?

Select the best answer.

- A. The winsock catalog needs to be reset
- B. The Default Gateway is not configured
- C. DHCP cannot be used with different subnets on the network
- D. Windows 7 cannot communicate across subnets

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 59**

You are supporting Windows 7 laptops that connect to your network using a wireless LAN. Several users are complaining that the signal strength is too weak in their work areas. Which of the following actions are valid methods for increasing the signal strength in these areas?

Choose all that apply.

- A. Increase the output power of the access points
- B. Add an attenuator to the link between the access point and the antenna
- C. Install more access points closer to the weak coverage area
- D. Increase the output power on the Windows 7 laptops

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 60**

You support Windows 7 users in your organization. Users have traditionally used the Internet Explorer 8 browser to browse the Internet. The browser is configured to operate through a proxy server running between your network users and the Internet connection. All machines run the Enterprise Edition of Windows 7 and are members of a Windows Server 2008 R2 domain. Five users in the Engineering department need to run the Firefox web browser to access a specific website and they have installed the browser.

When they browse websites with Internet Explorer 8, they can access them without a problem. When they browse any website with Firefox, they receive errors indicating that the page cannot be reached. What is the likely problem?

Select the best answer.

- A. You must uninstall IE 8 in order to run Firefox
- B. Firefox has known stability issues on Windows 7
- C. The Firefox browser is not properly configured for the proxy server
- D. You must configure the Firefox browser to use HTTPS for all websites

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 61**

You are a support technician for ABC.com. A sales person is complaining that he cannot print to a printer in a branch office. The sales person works from his house most of the time using a corporate-issued Windows 7 Professional laptop, but sometimes works from the main office. You have configured a default printer for the main office and a different default printer for his home office. He has never had a problem printing at his office or his home. The main office and the branch office use the same model of printer.

What should you do to fix the problem?

- A. Choose Manage Default Printers and set Change my default printer when I change networks.
- B. Go to the manufacturer's Web site and download the latest driver for the printer.
- C. Run net stop spooler and net start spooler on the Windows 7 Professional laptop.
- D. Create a printer for the branch office and associate it with a network.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 62**

You have a legacy application that is used to test candidates for certification. The certification vendor has not updated the application in many years. The application can only run on the Windows 7 computers in the training room using Windows XP mode.

You confirm the hardware requirements of the computers in the training room to see if they meet the requirements of Windows Virtual PC and Windows XP mode. The computers have the following specification:

- 4 GB of memory
- 500 MB of disk space
- NO CD/DVD drive
- USB Web Camera

The Windows Virtual PC fails. What should you do to fix the problem?

- A. Install a CD/DVD drive
- B. Turn on hardware virtualization in the computer's BIOS
- C. Disable CD/DVD drive in Windows Virtual PC

D. Disable ACPI support in the computer's BIOS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 63

You are the administrator of the domain. You want to allow software that is signed by Authenticode to run on any Windows 7 computer in the domain. Digital certificates should be processed when a user attempts to run software with an .exe extension on a Windows 7 computer. What should you do first?

- A. Create a software restriction policy with a Certificate rule. Set the Security level to Disallowed.
- B. Create a software restriction policy with a Certificate rule. Set the Security level to Unrestricted.
- C. Enable the Computer Configuration\Windows Settings\Security Settings\Local Policies\Security Options\System: Use Certificate Rules on Windows Executables for Software Restriction Policies setting in a GPO. Link the GPO to the domain.
- D. Enable the Computer Configuration\Windows Settings\Security Settings\Local Policies\Security Options\User Account Control: Run all administrators in Admin Approval Mode setting. Link the GPO to the domain.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 64

You handle technical support for ABC.com. ABC has branch offices that are also Active Directory sites. All computers are Windows Server 2008 R2 servers and Windows 7 workstations. The network structure is shown in the following exhibit:



You have twenty Windows 7 computers in Site 5 that will be added to the ABC.com domain. You need to ensure that all twenty Windows 7 computers in Site 5 are NAP compliant before they are added to ABC.com. The network administrator has configured one Windows 7 computer in Site 5 to be NAP compliant and has exported the configuration to a file named ABC.xml.

What should you do to configure the other nineteen Windows 7 computers? (Choose all that apply. Each correct answer is a separate solution.)

- A. Use ipconfig on each Windows 7 computer to import the configuration file set up by the network administrator.
- B. Use NAPCLCFG.MSC on each Windows 7 computer to import the configuration file set up by the network administrator.
- C. Use NetStat on each Windows 7 computer to import the configuration file set up by the network administrator.
- D. Use netsh on each Windows 7 computer to import the configuration file set up by the network administrator.
- E. Have the administrator import ABC.xml to the Group Policy Management Console. Create a GPO called GPO1 and link GPO1 to the ABC.com domain.
- F. Have the administrator import ABC.xml to the Group Policy Management Console. Create a GPO called GPO1 and link GPO1 to Site5.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 65**

You have a laptop that runs the Windows 7 operating system. You have made several image backups of your computer to an external drive. You created an image backup of your laptop two days ago to the same external drive.

Today you notice that several folders of music files, documents, and photos under the C:\My Files directory were inadvertently deleted last week. What should you do to restore folders of music files, documents, and photos that were deleted?

- A. Attach the external drive, boot from a System Repair Disc, and choose System Restore from the System Recovery Options
- B. Attach the external drive, boot from a System Repair Disc, and choose System Image Recovery from the System Recovery Options
- C. Attach the external drive, boot from a System Repair Disc, and choose Startup Repair from the System Recovery Options
- D. Attach the external drive, boot the computer, hit F8, choose Directory Services Restore Mode, and use Backup and Restore in Control Panel to restore only the music files, documents, and photos that were deleted.

**Correct Answer:** B

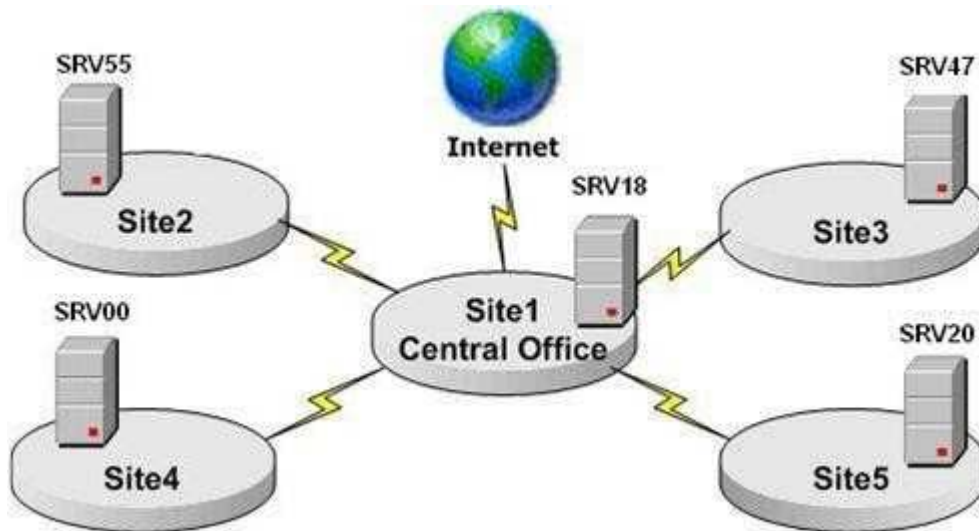
**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 66**

You are a technical support administrator for ABC.com. You have a training room with twelve Windows 7 computers located in Site1. All computers use static IP addresses. The computers are not attached to the ABC.com domain. All computers use a cache-only DNS server for Internet name resolution. The network is shown in the exhibit:



The training room is used for company training classes and webinars. You need to ensure that the Internet Explorer 8 settings on these computers are changed based on the class or webinar that is occurring in the training room. You create URLs for both automatic configuration (AutoConfig) and auto-proxy incorporated in the

<http://srv18.ABC.com/test.ins> file.

What should you do to ensure that the browser settings are configured for the proper class?

- A. Specify the .ins file in Internet Explorer on all twelve computers
- B. Check Automatically detect settings on all twelve computers
- C. Create a GPO that specifies the .ins file and link the GPO to Site1
- D. Create a GPO that enables Automatically detect settings and specifies the .ins file, and link the GPO to Site1

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 67

You are the administrator for the computer lab at a technical college. You want to ensure that only printers that you select will be published to the computer labs Active Directory domain. You want to ensure that printers will only be manually published to Active Directory by selecting List in Directory in the printer's properties. You create a group policy object (GPO) and link it to the domain. What should you configure in the GPO?

- A. Set the Computer Configuration\Administrative Templates\Printers\Allow Printers to be published setting to Disable.
- B. Set the Computer Configuration\Administrative Templates\Printers\ Automatically publish new printers in Active Directory setting to Disable.
- C. Set the Computer Configuration\Administrative Templates\Printers\ Allow pruning of published printers setting to Disable.
- D. Set the Computer Configuration\Administrative Templates\Printers\ Directory pruning interval setting to less than 1 hour.

**Correct Answer:** B

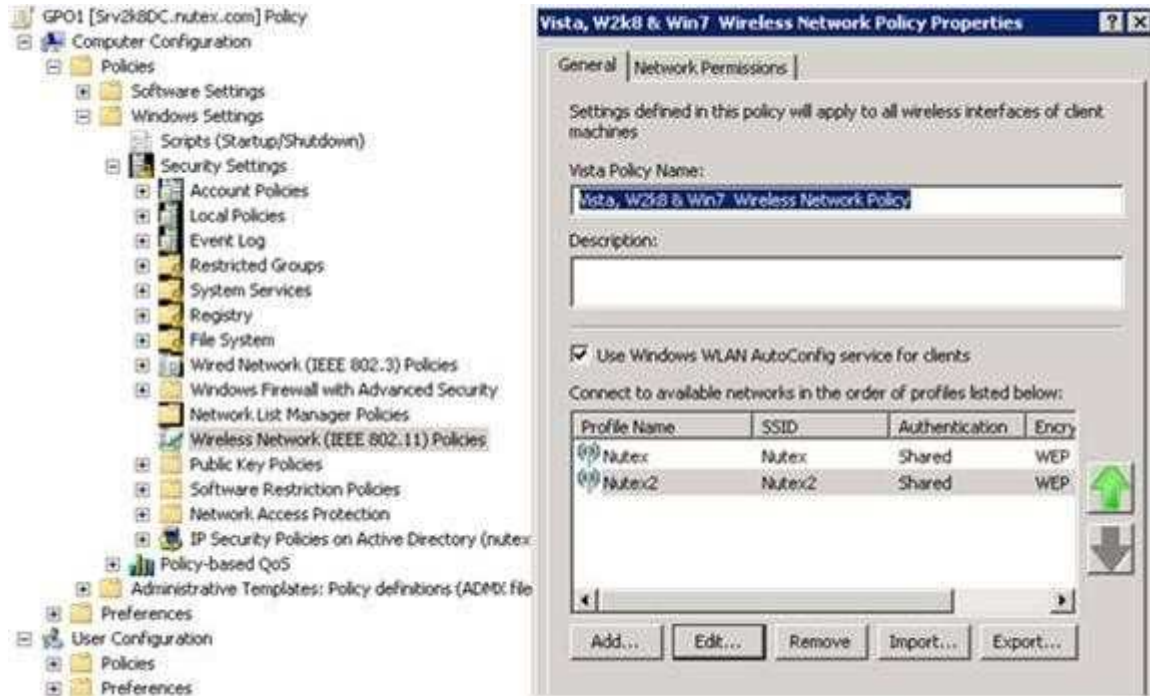
**Section:** (none)

## Explanation

## Explanation/Reference:

### QUESTION 68

You are a tech support person for the ABC.com. You have a wireless policy in a Group Policy. The Group Policy is applied to the ABC.com domain. (Click the Exhibit(s) button to view the wireless policy.)



You have money in your budget to upgrade your computers and infrastructure. You purchase computers with more memory and disk space and upgrade your wireless access points to support faster speeds. You use an existing Windows 7 image to configure the new computers with the correct applications and configuration settings. After the Windows 7 image is applied, users of the new computers complain that they cannot connect to any of the wireless networks. How should you fix the problem?

- A. Have the users log in to the domain in order to apply the Group Policy with the wireless policy to the computers.
- B. Connect an Ethernet cable to the computer and boot the computer.
- C. Change the network security key in both the ABC and ABC2 wireless profiles on the new computers.
- D. Specify the Security type as Open in both the ABC and ABC2 wireless profiles on the new computers.

**Correct Answer: C**

**Section: (none)**

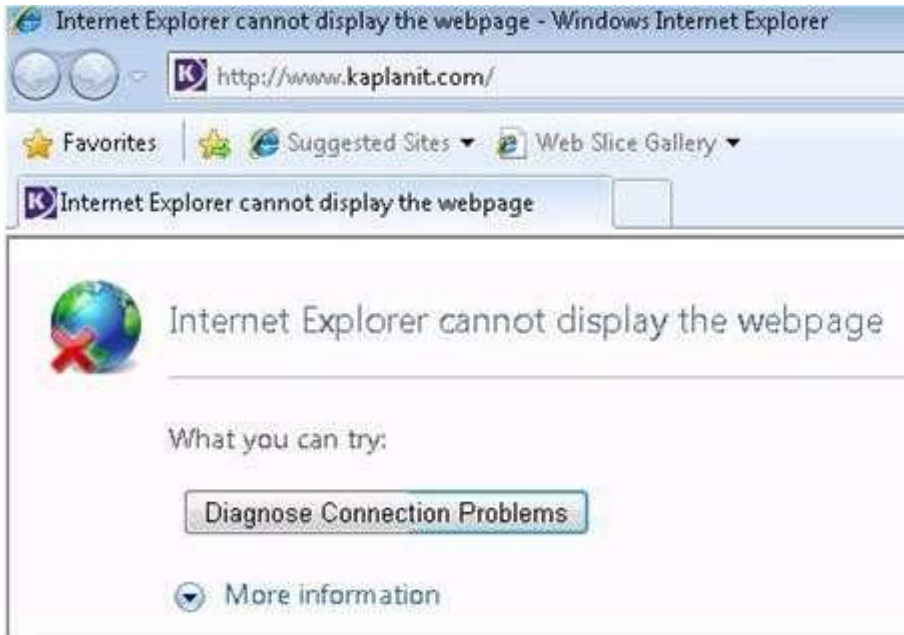
## Explanation

## Explanation/Reference:

### QUESTION 69

A user in your domain, named Himma, complains that when she tries to connect to a local intranet site. She sees the following message:





The server that holds the Web site is on the same local subnet as the Jane's computer. All computers use a single proxy server to connect to the Internet. The proxy server is on a different subnet than Jane's computer.

Other users on the same subnet and other subnets can connect to the intranet site. Jane can ping the server that holds the Web site and can connect to different Web sites on the Internet via Internet Explorer.

What could be the problem with Jane's computer?

- A. Wrong default gateway is configured
- B. Wrong address for the proxy server is configured
- C. The Bypass proxy server for local addresses setting is not checked on Jane's computer
- D. The Bypass proxy server for local addresses setting is not checked in the default domain policy

**Correct Answer: C**

**Section: (none)**

**Explanation**

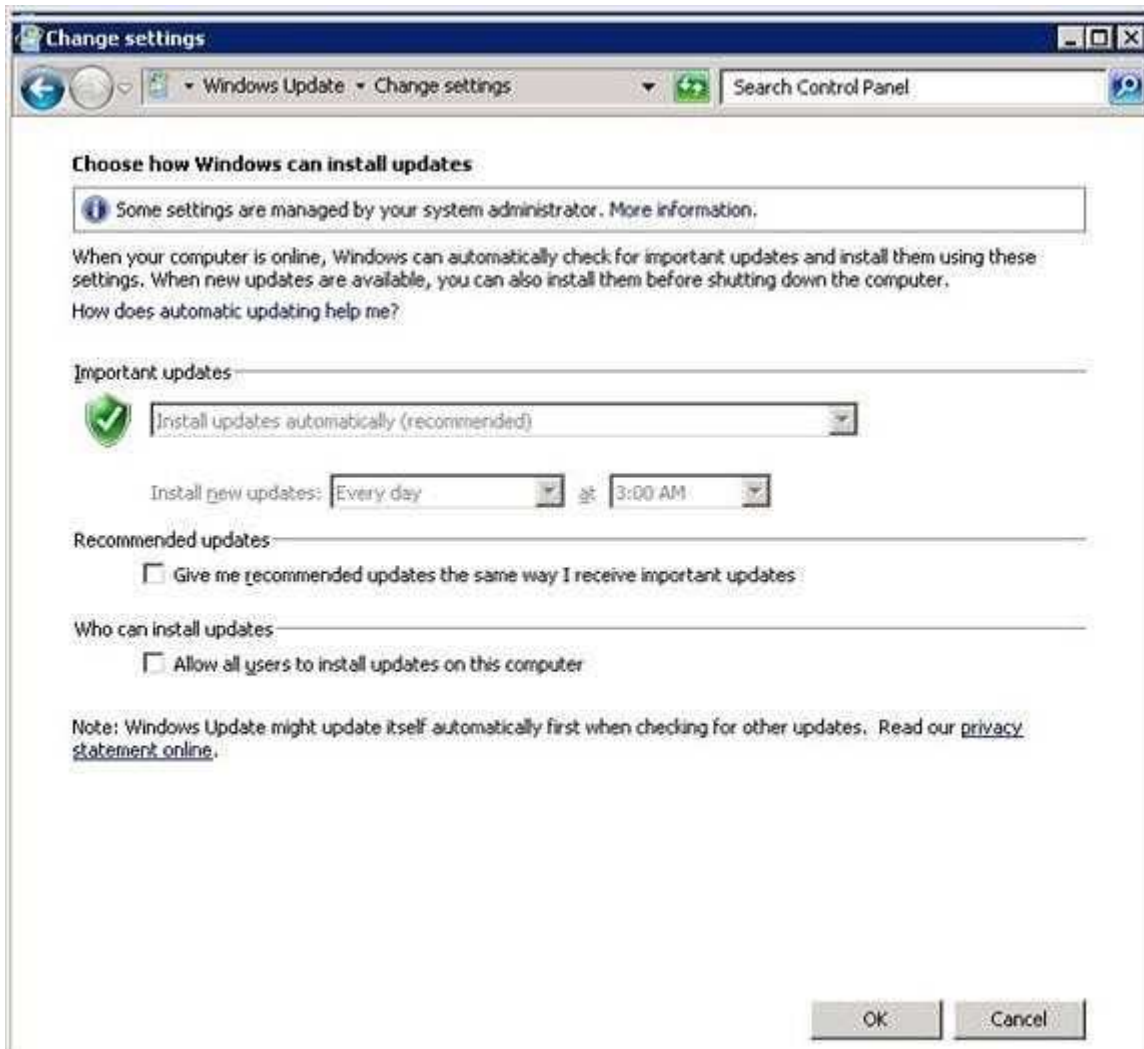
**Explanation/Reference:**

#### **QUESTION 70**

You handle technical support for the ABC.com. All client computers run Windows 7 and all servers run Windows Server 2008.

In the past, users were able to install important and recommended updates. The network administrator created a new group policy that automated the Windows Update settings. After the Group Policy was implemented at the domain level, users complained that important updates were not being installed on their computer.

You investigate the problem by viewing the current settings on a user's computer.



What should you do to fix the problem?

- A. You should open Windows Update and enable the Allow all users to install updates on this computer option on the computers.
- B. You should specify another server in the Specify intranet Microsoft update service location in the GPO.
- C. You should enable the Turn on recommended updates via Automatic Updates setting in the GPO.
- D. You should enable the Turn on Software Notifications setting in the GPO.

**Correct Answer: B**

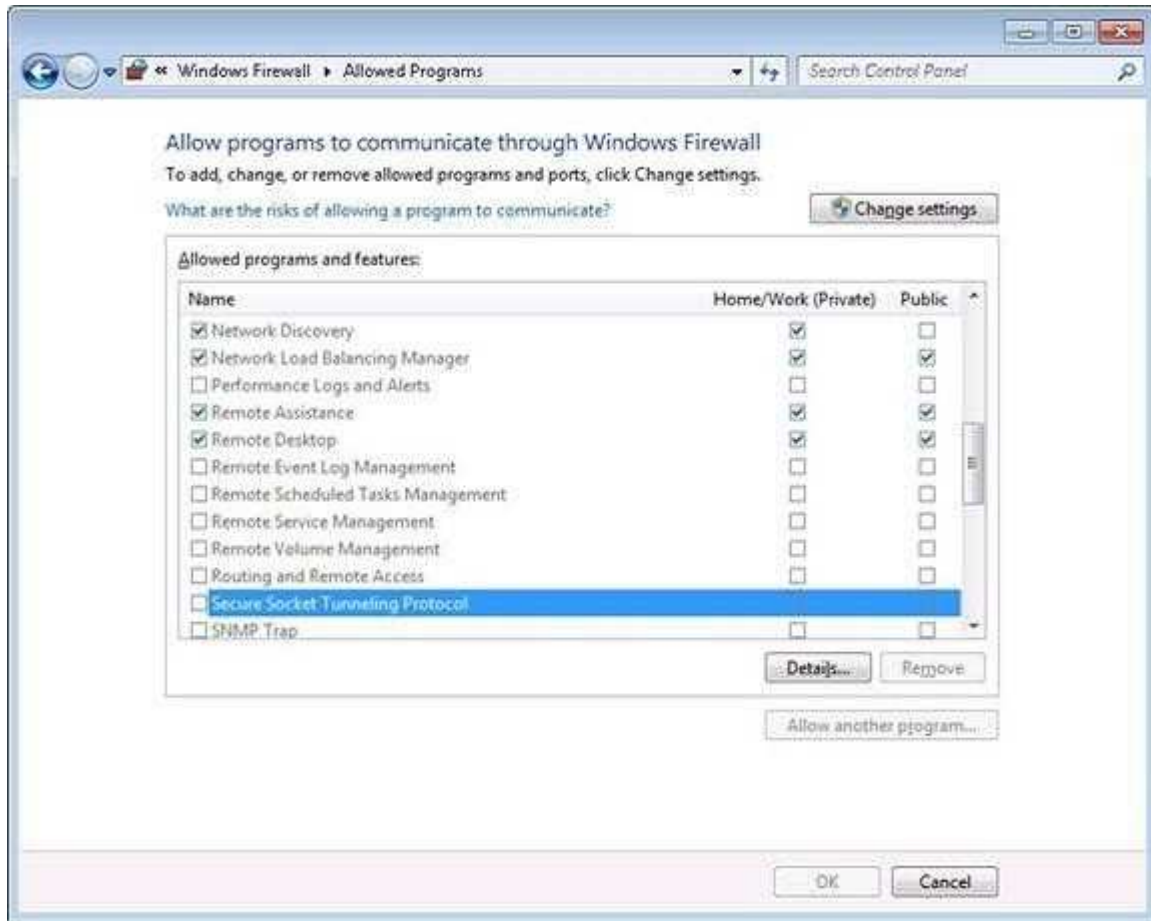
**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 71**

A user in your domain is having difficulty connecting to the VPN from her home or in an airport. You tell her to ensure that Secure Socket Tunneling Protocol (SSTP) is allowed through the Windows Firewall. How should she configure the firewall to allow her to use the VPN? (Choose two.)



- A. Use an account from the Power Users group to make the change
- B. Use an account from the Network Configuration Operators group to make the change
- C. Use an account from the Administrators group to make the change
- D. Check Home/Work
- E. Check Home/Work and Public

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 72**

You have a custom application that uses a Windows Installer 5.0 package. You intend to provide users with the option to install the package in either the per-user or per-machine context on their Windows 7 computers.

What should you do?

- A. Run msixec to execute the package with the ALLSUSERS=1 parameter.
- B. Run msixec to execute the package with the ALLSUSERS=2 and MSIINSTALLPERUSER=1 parameters.
- C. Run msixec to execute the package with the /qr parameter.
- D. Run msixec to execute the package with the /qb parameter.

**Correct Answer:** B

**Section: (none)**  
**Explanation**

**Explanation/Reference:**

**QUESTION 73**

You handle technical support for ABC.com. Several desktop computers have been purchased from the secondary market. These computers support the minimal requirements to install Windows 7 Enterprise Edition, and they will be used by your company's engineers.

Sensitive information on the hard drives of these computers may be copied onto USB drives and taken to work sites. You want to protect the data from being modified by unauthorized people in the field.

What must you do?

- A. Configure a Group Policy to enable the Control use of BitLocker on removable drives setting, and apply the Group Policy to the desktop computers.
- B. Configure a Group Policy to enable the Deny write access to removable drives not protected by BitLocker setting, and apply the Group Policy to the desktop computers.
- C. Configure a Group Policy to disable the Configure use of passwords for removable data drives setting, and apply the Group Policy to the desktop computers.
- D. Configure a Group Policy to enable the Configure use of smart cards on removable data drives setting, and apply the Group Policy to the desktop computers.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 74**

You have a computer that runs the Windows 7 operating system. An application on the computer continues to fail with different error messages each time. You have confirmed that the application runs flawlessly on other computers with the same operating system and configuration.

You investigate the error messages, which all mention that memory problems are the root cause of the errors. Since these errors do not appear on any other similarly configured Windows 7 computers, you want to test if the computer has faulty RAM chips. What can you do to evaluate the memory of the computer?

- A. Run mem.exe from the administrator command prompt and reboot the computer
- B. Run verifier.exe from the administrator command prompt and reboot the computer
- C. Boot the computer with a USB flash drive inserted and use ReadyBoost
- D. Click the Start button, type mem, click on Windows Memory Diagnostic, and click Restart now and check for problems

**Correct Answer: D**

**Section: (none)**

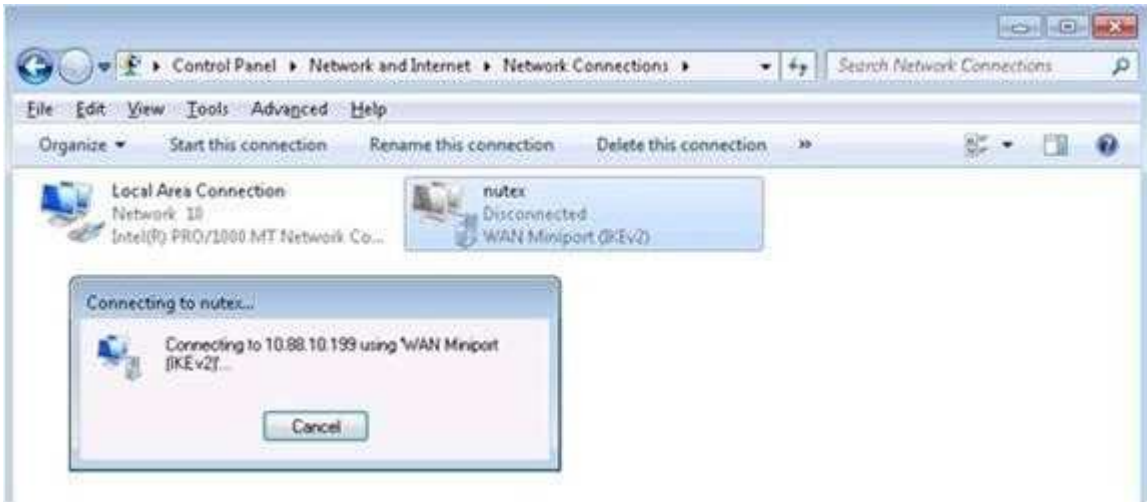
**Explanation**

**Explanation/Reference:**

**QUESTION 75**

You handle technical support for ABC.com. You attempt to make a connection to a Routing and Remote Access Services (RRAS) server in a different office. The connection fails, and you receive a message

explaining that you have received Error 13801:



What could possibly be the problem? (Choose all that apply. Each correct answer is a separate solution.)

- A. The IP address of the client has changed since the last time the client connected to the RRAS server.
- B. The trusted root for the certificate is not present on the client.
- C. The subject name of the certificate does not match the remote computer.
- D. The client did not specify Optional Encryption (connect even if no encryption).
- E. The client did not specify Require Encryption (disconnect if server declines).

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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